the specification of which (check one)

Docket Number AUS920010967US1

DECLARATION AND POWER OF ATTORNEY FOR PATENT APPLICATION

As a below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name;

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled

Employing Speech Recognition and Key Words to Improve Customer Service

<u> </u>	is attached heroto.			
	was filed on as Application Serial and was amended on	No (if applicable)		
	y state that I have review ng the claims, as amend		the contents of the above in the referred to above.	dentified specification,
1.56, income	cluding for continuation	n-in-part application prior application and	nich is material to patentabins, material information what the national or PCT intern	ich became available
applicat internati listed be breeder	tions(s) for patent, invertional application which alow and have also ider	ntor's or plant breed designated at least stified below, any for r any PCT internation	J.S.C. 119(a)-(d) or (f), or 3 der's rights certificate(s), or one country other than the preign application for paten onal application having a fi	r 365(a) of any PCT United States of America, it inventor's or plant
Prior F	oreign Application(s):			Priority Claimed
1)	Yumber)	(Country)	(MM/DD/YYYY)	YesNo
Certifie	ed Copy Attached?	YesN	4o	

Docket Number AUS920010967US1

POWER OF ATTORNEY: As a named inventor, I hereby appoint the following attorneys and/or agents to prosecute this application and transact all business in the Patent and Trademark Office connected therewith.

John W. Henderson, Jr., Reg. No. 26,907; James H. Barksdale, Jr., Reg. No. 24,091; Thomas E. Tyson, Reg. No. 28,543; Robert M. Carwell, Reg. No. 28,499; Jeffrey S. LaBaw, Reg. No. 31,633; Douglas H. Lefeve, Reg. No. 26,193; Casimer K. Salys, Reg. No. 28,900; David A. Mims, Jr., Reg. No. 32,708; Mark E. McBurney, Reg. No. 33,114; Anthony V. England, Reg. No. 35,129; Volel Emile, Reg. No. 39,969; Leslie A. Van Leeuwen, Reg. No. 42,196; Christopher A. Hughes, Reg. No. 26,914; Stanley B. Green, Reg., No. 24,351; John E. Hoel, Reg. No. 26,279; Joseph C. Redmond, Jr., Reg. No. 18,753; and Marilyn S. Dawkins, Reg. No. 31,140, Cynthia S. Byrd, Reg. No. 39,365 and Paul D. Heydon, Reg. No. 46,769.

Send correspondence and direct all telephone calls to:

Paul D. Heydon
Patent Attorney
6102 Broadway, Suite B2
San Antonio, TX 78209
(210) 930-4300

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under 18 U.S.C. 1001 and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

FULL NAME OF SOLE OR FIRST INVENTOR: Carl Phillip Gusler
INVENTOR'S SIGNATURE: Collip Gusle Date: Decombe 7,2001
RESIDENCE: 10702 Sans Souci Place, Austin, Texas 78759
CITIZENSIIIP: U.S.
POST OFFICE ADDRESS: 10702 Sans Souci Place, Austin, Texas 78759

FULL NAME OF SECOND INVENTOR: Rick Allen Hamilton, II
INVENTOR'S SIGNATURE: DATE:
RESIDENCE: 1532 Dairy Road, Charlottesville, Virginia 22903
CITIZENSHIP: U.S.
POST OFFICE ADDRESS: 1532 Dairy Road, Charlottesville, Virginia 22903

The first of the first of the control of the first of the

Docket Number AUS920010967US1

FULL NAME OF THIRD INVENTOR:	Timothy Moffett Waters

INVENTOR'S SIGNATURE:______ DATE:_____

RESIDENCE: 9771 Hoke Brady Road, Richmond, Virginia 23231

CITIZENSHIP: U.S.

POST OFFICE ADDRESS: 9771 Hoke Brady Road, Richmond, Virginia 23231

Docket Number AUS920010967US1

DECLARATION AND POWER OF ATTORNEY FOR PATENT APPLICATION

As a below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to m name;

I believe I am the original, first and sole inventor(if only one name is listed below) or an original, first and joint inventor (if pliral names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled

Employing Speech Recognition and Key Words to Improve Customer Service

the specification of which (check one)		
X is attached hereto.		
as Application Serial No and was amended on (if applicable)		
I hereby state that I have reviewed and understand the contents of the above identified specification, including the claims, as amended by any amendment referred to above.		
I acknowledge the duty to disclose information which is material to patentability as defined in 37 CFR 1.56, including for continuation-in-part applications, material information which became available between the filing date of the prior application and the national or PCT international filing date of the continuation-in-part application.		
I hereby claim foreign priority benefits under 35 US.C. 119(a)-(d) or (f), or 365(b) of any foreign applications(s) for patent, inventor's or plant breeder's rights certificate(s), or 365(a) of any PCT international application which designated at least one country other than the United States of America, listed below and have also identified below, any foreign application for patent inventor's or plant breeder's rights certificate(s) or any PCT international application having a filing date before that of the application on which priority is claimed.		
Prior Foreign Application(s): YesNo		
(Number) (Country) (MM/DD/YYYY)		
Certified Copy Attached?YesNo		

Docket Number AUS920010967US1

POWER OF ATTORNEY: As a named inventor, I hereby appoint the following attorneys and/or agents to prosecute this application and transact all business in the Patent and Trademark Office connected therewith.

John W. Henderson, Jr., Reg. No. 26,907; James H. Barksdale, Jr., Reg. No. 24,091; Thomas E. Tyson, Reg. No. 28,543; Robert M. Carwell, Reg. No. 28,499; Jeffrey S. LaBaw, Reg. No. 31,633; Douglas H. Lefeve, Reg. No. 26,193; Casimer K. Salys, Reg. No. 28,900; David A. Mims, Jr., Reg. No. 32,708; Mark E. McBurney, Reg. No. 33,114; Anthony V. England, Reg. No. 35,129; Volel Emile, Reg. No. 39,969; Leslie A. Van Leeuwen, Reg. No. 42,196; Christopher A. Hughes, Reg. No. 26,914; Stanley B. Green, Reg., No. 24,351; John E. Hoel, Reg. No. 26,279; Joseph C. Redmond, Jr., Reg. No. 18,753; and Marilyn S. Dawkins, Reg. No. 31,140, Cynthia S. Byrd, Reg. No. 39,365 and Paul D. Heydon, Reg. No. 46,769.

Send correspondence and directall telephone calls to:

FULL NAME OF SOLE OR FIRST INVENTOR: Carl Phillip Gusler

POST OFFICE ADDRESS: 1532 Dairy Road, Charlottesville, Virginia 22903

Paul D. Heydon Patent Attorney 6102 Broadway, Suite B2 San Antonio, TX 78209 (210) 930-4300

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the likeso made are punishable by fine orimprisonment, or both, under 18 U.S.C. 1001 and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

INVENTOR'S SIGNATURE:	DATE:	
RESIDENCE: 10702 Sans Souci Place, Austin, Texas 78759		
CITIZENSHIP: U.S.		
POST OFFICE ADDRESS: 10702 Sans Souci Place, Austin, Texas 78759		
FULL NAME OF SECOND INVENTOR: Rick Allen Hami INVENTOR'S SIGNATURE 3 Confidence of the Confidence of t	DATE: Nov-30th 2001	

CITIZENSHIP: U.S.

NOV-30-2001 07:09P FROM:

Docket Number AUS920010967US1

TO: 15128231036

FULL NAME OF THIRD INVENTOR:	Timothy Moffett Waters
INVENTOR'S SIGNATURE:	DATE:
RESIDENÇE: 9771 Hoke Brady Road	l, Richmond, Virginia 23231

CITIZENSHIP: U.S.

POST OFFICE ADDRESS: 9771 Hoke Brady Road, Richmond, Virginia 23231

DECLARATION AND POWER OF ATTORNEY FOR PATENT APPLICATION

As a below named inventor, I hereby declare that:

the specification of which (check one)

My residence, post office address and citizenship are as stated below next to my name;

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled

Employing Speech Recognition and Key Words to Improve Customer Service

X is attached hereto.			
was filed on as Application Ser and was amended	rial No on (if applicable)		
I hereby state that I have reincluding the claims, as am	viewed and understand tended by any amendme	the contents of the above nt referred to above.	identified specification,
I acknowledge the duty to on the continuation in part applications.	ation-in-part application he prior application and	s, material information w	bility as defined in 37 CFR which became available rnational filing date of the
listed below and have also	nventor's or plant breed hich designated at least identified below, any fo s) or any PCT internation	er's rights certificate(s), one country other than the reign application for pate	or 365(a) of any PCT are United States of America,
Prior Foreign Application	n(s):		Priority Claimed
(Number)	(Country)	(MM/DD/YYYY)	Yes No
Certified Copy Attached	?YesN	10	

POWER OF ATTORNEY: As a named inventor, I hereby appoint the following attorneys and/or agents to prosecute this application and transact all business in the Patent and Trademark Office connected therewith.

John W. Henderson, Jr., Reg. No. 26,907; James H. Barksdale, Jr., Reg. No. 24,091; Thomas E. Tyson, Reg. No. 28,543; Robert M. Carwell, Reg. No. 28,499; Jeffrey S. LaBaw, Reg. No. 31,633; Douglas H. Lefeve, Reg. No. 26,193; Casimer K. Salys, Reg. No. 28,900; David A. Mims, Jr., Reg. No. 32,708; Mark E. McBurney, Reg. No. 33,114; Anthony V. England, Reg. No. 35,129; Volel Emile, Reg. No. 39,969; Leslie A. Van Leeuwen, Reg. No. 42,196; Christopher A. Hughes, Reg. No. 26,914; Stanley B. Green, Reg., No. 24,351; John E. Hoel, Reg. No. 26,279; Joseph C. Redmond, Jr., Reg. No. 18,753; and Marilyn S. Dawkins, Reg. No. 31,140, Cynthia S. Byrd, Reg. No. 39,365 and Paul D. Heydon, Reg. No. 46,769.

Send correspondence and direct all telephone calls to:

Paul D. Heydon Patent Attorney 6102 Broadway, Suite B2 San Antonio, TX 78209 (210) 930-4300

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under 18 U.S.C. 1001 and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

FULL NAME OF SOLE OR FIRST INVENTOR. Carri minip Gusiei				
INVENTOR'S SIGNATURE:	DATE:			
RESIDENCE: 10702 Sans Souci Place, Austin, Texas 78759				
CITIZENSHIP: U.S.				
POST OFFICE ADDRESS: 10702 Sans Souci Place, Austin, Texas 78759				
FULL NAME OF SECOND INVENTOR: Rick Allen Hamilton, II				
INVENTOR'S SIGNATURE:	DATE:			
RESIDENCE: 1532 Dairy Road, Charlottesville, Virginia 22903				
CITIZENSHIP: U.S.				
POST OFFICE ADDRESS: 1532 Dairy Road, Charlottesville, Virginia 22903				

The first state seath than it was the major than the state state state and the first state state

FULL NAME OF THIRD INVENTOR: Timothy Moffett Waters

INVENTOR'S SIGNATURE:_

DATE: 12/5/20

RESIDENCE: 9771 Hoke Brady Road, Richmond, Virginia 23231

CITIZENSHIP: U.S.

POST OFFICE ADDRESS: 9771 Hoke Brady Road, Richmond, Virginia 23231